

ABSTRACT

A method and system gather information to facilitate the remote support of devices installed on a computer. For example, an exemplary method comprises first installing an information harvester and a formatter onto the computer. These are then used to identify and test the devices and to collect information about the devices and the testing. Then at least some of the collected information is formatted for display to the user and presentation to a support specialist. The formatted information is then displayed as part of a user display also having provision whereby a user may enter additional comments about device problems into the user display. If a user so chooses, the user comments may be collected, then the combined formatted collected information and the collected user comments are sent to a support specialist by means of a network transport mechanism such as e-mail, TCP, or the like.